

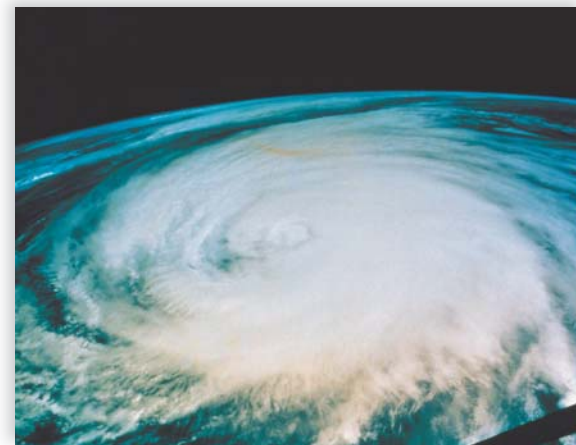
SURVIVING THE STORM

IT'S EVERYONE'S RESPONSIBILITY

www.harfordpublicsafety.org

The Official Hurricane Guide from the Harford County Division of Emergency Operations

Summer 2009



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& YOU
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Maryland is a
hurricane-prone
state. Harford
County Citizens
need to be
prepared.



Havre de Grace Promenade

DON'T GAMBLE WITH YOUR LIFE - SURVIVE THE STORM!

When it comes to a hurricane evacuation, it is important to know what to pack, how to prepare and where to go, but it's also critically important to know when you should take certain actions. This is especially true because, despite improved forecasting, hurricanes are still unpredictable.

Weather forecasters start tracking storms and predicting paths as soon as they form. A "5-day cone" and a "3-day cone" are created which show the forecasted path for the center of the storm with as much as a 300-mile "cone of uncertainty." Because the storm could track anywhere within the cone, everyone in that area needs to begin preparations. About 36-hours ahead of a storm, forecasters will issue a HURRICANE WATCH for areas within the cone that can expect hurricane conditions. Again, because hurricanes can be erratic, everyone in that area must prepare as if the storm is headed directly for their home.

If the storm changes path or speed, the time between a WATCH and a WARNING might be only six hours. During a WATCH, the focus should be on preparing for the WARNING.

HURRICANE WATCH ACTIONS

Fill vehicle gas tanks. Get cash and secure papers and valuables. Refill medications. Fill containers and tubs with water, even if evacuating – you may need the water when you return.

Secure yard equipment and furniture. Protect your windows. Help neighbors with their preparations. If your plans are to evacuate



Bowley's Quarters, MD, 2003 - Isabel

out of the local area, make final preparations to secure your home so you can leave as soon as an evacuation order is issued. If you register at the Reception Center for sheltering, be sure you have everything you need for your "Go Kit." A storm will be about 24 hours from initial effects impacting the area when the HURRICANE WARNING is issued. Generally, Harford County Emergency Operations will issue Evacuation orders not long after the issued WARNING.

HURRICANE WARNING ACTIONS

Stay tuned to local news and get your weather radio ready. Complete any final preparations to evacuate or to shelter in your home. If your plan is to travel out of the local area, no matter what evacuation level is ordered, and you can

leave at this point, do so. Have your "Go Kit" ready.

Once an evacuation order is issued:

Get to your Reception Center location within a few hours of the evacuation order. If you are traveling out of the local area leave as quickly as possible to avoid traffic jams. Even when the storm is a hundred or more miles away weather conditions can begin to deteriorate and driving conditions will worsen.

The most important thing to remember is to do as much as you can before the WARNING is issued. Waiting until then will only give you about 24 hours to

complete preparations and evacuate if you are required. Also, waiting until the WARNING to drive hundreds of miles increases your risk of being caught out on the road. Remember there are safe options within Harford County.

RECOVERY ACTIONS

When the winds stop, there is still danger from the storm. Downed power lines, gas leaks and debris can make your neighborhood and even your yard a danger zone. Take the time to assess the situation, act carefully and with safety first in your mind. More people are killed during recovery than during hurricanes. If you have evacuated and are returning home, wait until you are told it is safe to re-enter your neighborhood.

DON'T WAIT UNTIL IT'S TOO LATE

The months of August and September are the height of hurricane season for Harford County when tropical storms and the occasional hurricane travel up the Atlantic Coast and into the Chesapeake Bay.

We can't change the direction or the strength of a storm. But we are not powerless to face it. The Harford County Division of Emergency Operations' Surviving The Storm guide includes information you need to prepare yourself, your family and

your neighbors long before dark clouds start gathering and winds start picking up.

The topics covered include how to set up a support network for persons with special needs; preparing your home for a safe season; what goes into a survival kit; making arrangements for your pets; and what needs to go with you in case of evacuation.

Become informed, take action and be a survivor.

A message from the County Executive **DAVID R. CRAIG**

Dear Citizens of Harford County:

The men and women of our emergency team work diligently throughout the year to protect our lives and homes against the threat of natural disasters such as hurricanes, severe storms and the damage they can bring.

It is also the responsibility of each and every household to be properly prepared should a weather emergency occur. I urge each of you to use this guide and the vital information it contains as a tool for safeguarding your family.

We treasure the quality of life we enjoy here in Harford County – and we treasure each individual life. By committing to taking these necessary precautionary steps, we can all be prepared to Survive the Storm.

Cordially,



David R. Craig, County Executive



INFORMATION HOTLINE

Not sure if evacuation is recommended for your area, what shelters are open or which schools are being shut down? Harford County operates an information hotline to answers citizen questions before, during and after the storm. Community Service Department employees staff the hotline, relaying up to the minute information (*only open during emergencies.*)

During an emergency, the hotline helps in the following ways:

- Distributes accurate, updated emergency status information
- Provides information about shelters, pet shelters and school closures
- Furnishes road and bridge closure information
- Helps reduce citizens' concerns about emergencies



Harford County Information Hotline: 410-838-5800

SURVIVING THE STORM GUIDE 2009

Compiled by Harford County Division of Emergency Operations' Emergency Planning Work Group and funded in part by Exelon.

Special Thanks: Harford County Departments of Administration, Community Services and Inspections, Licenses; Permits and Planning and Zoning, Exelon, National Oceanic and Atmospheric Administration.

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SIGN UP NOW

Important Information About Harford County's New EMERGENCY NOTIFICATION SYSTEM

This system provides Public Safety officials the ability to send vital emergency messages to all affected residents and businesses within a matter of minutes. Notifications may include severe weather, imminent flood warnings, missing persons, and other important information that can help ensure the safety of the citizens of Harford County.

This new technology will also enable Harford County to send voice or text messages to cell phones, PDAs, e-mail accounts, and TTY/TDD for the hearing impaired. Although all publicly available residential and business telephone numbers have already been automatically entered into the system, County officials are urging citizens and business owners to add unlisted telephone numbers, cell phone numbers, and email addresses by registering for free at www.harfordpublicsafety.org and clicking on the



Additional information is available @ www.harfordpublicsafety.org or by contacting Emergency Operations at 410-638-4029

Weather Alert Radios Save Lives

National Weather Radio (NWR) is a nationwide network of radio stations broadcasting continuous weather information directly from the nearest National Weather Service office. NWR broadcasts official Weather Service warnings, watches, forecasts and other hazard information 24 hours a day, 7 days a week. Severe weather can often strike quickly, even during the early morning hours. An alarm from weather alert radio can mean the difference between life and death. Harford County Emergency Management staff strongly recommends residents to buy a weather alert radio. Just like a smoke detector, this radio can save your life.



STORM SURGE KILLS

The greatest killer of people during hurricanes is storm surge, a dome of water pushed ashore by powerful hurricane winds. Storm surge isn't a gradual rising of water. It rushes in and out sweeping anything not secure back out to sea. In Hurricane Katrina, residents of coastal Mississippi were caught off guard by storm surge flood waters. Entire buildings were moved and some of the people who didn't evacuate remain among the missing. During tropical storm Isabelle, Havre De Grace and the entire County's shore line were heavily impacted by storm surge.

STORM SURGE and YOU!



BEFORE

WHAT TO DO TO STAY SAFE

Improve the vulnerable areas of your home before a storm's approach. **BE PREPARED**

PREPARE YOUR HOME

Preparing your home to withstand high winds can mean the difference between minor and major repairs after a hurricane. That's why it's so important to strengthen your home to resist high winds.

Some key tips:

- ☐ If your roof needs replacement, a new one can be installed to meet stronger building codes.
- ☐ Shutter your windows. Glass can be broken by flying debris. Protecting your windows can keep storm winds and rain out and your roof on. Duct tape provides no protection.
- ☐ Check weather stripping and caulking around windows and doors, replacing if necessary.
- ☐ Check your garage door. If your door needs replacing, look for a reinforced, wind-rated model.
- ☐ Think about other improvements. The Federal Alliance for Safe Homes has step-by-step instructions for reinforcing your home's roof, gable ends and other vulnerable areas.
- ☐ If you have questions about your home's storm readiness, consider having a home inspector review your home's condition.

If you are considering hiring help, be sure to use a licensed, reputable contractor.



PREPARE YOUR YARD

Getting your yard ready to weather the storm can keep you and your home safe. High winds can turn even the heaviest items into deadly projectiles that can break through your windows, doors and even walls. **To prepare:**

- ☐ Before any storms threaten, properly prune trees and shrubs. Do not leave piles of branches that can become missiles in high winds.
- ☐ Keep your gutters and down spouts clear and in good repair.
- ☐ Replace rock mulch with shredded bark.
- ☐ When a Hurricane Warning is issued, bring in all yard items such as furniture, toys, bird baths, bird feeders and barbecue grills.
- ☐ Do not drain your pool. Super chlorinate the water and turn off all electricity to the pool for the duration of the storm.

If you are doing any home renovations that require digging, call Miss Utility @ 1-800-257-777 or 8-1-1 before you start. This free service will help you locate underground utilities before you damage them. Not only will it keep you safe, it's the law!

For more information,
go to
www.harfordpublicsafety.org
and
Connect Cty
for emergency messages.

PREPARE YOUR VEHICLES

Personal vehicles can be an important tool to help you get prepared, to evacuate and to get supplies after a storm.

1. Get any basic maintenance (tune-ups, repairs) done before a storm threatens. Have your mechanic check belts, hoses, filters and vital fluid levels.
2. Keep your gas tank at least half full with gas. When a Hurricane Watch is issued, fill your tank.

3. Build a survival kit for your car, including:

- ☐ A first aid kit
- ☐ Nonperishable food and bottled water
- ☐ A can of tire inflator
- ☐ A basic tool kit
- ☐ Jumper cables and road flares
- ☐ A working jack and spare tire
- ☐ A flashlight
- ☐ DC to AC car power inverter
- ☐ Chargers for cell phones and other devices

Go Kit...what to take

- | | | |
|---|--|--|
| <input type="checkbox"/> Medications | <input type="checkbox"/> Any infant or child necessities (wipes, diapers, bottles, etc.) | <input type="checkbox"/> Eyeglasses |
| <input type="checkbox"/> Non-perishable foods, especially if diet is restricted | <input type="checkbox"/> Flashlight and portable radio with batteries | <input type="checkbox"/> Quiet games, toys or reading material |
| <input type="checkbox"/> Several gallons of drinking liquids | <input type="checkbox"/> Personal hygiene items | <input type="checkbox"/> Important papers with valid ID |
| <input type="checkbox"/> Bedding for a small space | <input type="checkbox"/> Change of clothes | <input type="checkbox"/> Cash |



Survival Kit...staying home

- | | |
|--|---|
| <input type="checkbox"/> One week supply of food that requires no cooking and fluids to drink. | <input type="checkbox"/> Clean storage containers for water |
| <input type="checkbox"/> One gallon of water per person per day for up to seven days for drinking and sanitation. Additional water for pets, too | <input type="checkbox"/> Cooler and ice |
| <input type="checkbox"/> Manual can opener | <input type="checkbox"/> First aid kit |
| <input type="checkbox"/> Portable battery-operated radio, flashlights, lanterns. | <input type="checkbox"/> Home repair materials (lumber, tarps, buckets, plastic sheeting) |
| <input type="checkbox"/> Extra batteries | <input type="checkbox"/> Portable toilet (5-gallon bucket, heavy trash bags, chlorine bleach) |
| <input type="checkbox"/> Infant and child necessities | |
| <input type="checkbox"/> Pet necessities | |



Additional Items...special needs

Wheelchairs:

- ☐ A patch kit and extra inner tubes
- ☐ Gloves in case of broken glass or debris
- ☐ An extra battery and/or a converter for charging

Visual impairments:

- ☐ Talking or Braille clock
- ☐ An extra white cane, magnifier and glasses
- ☐ Mark your disaster supplies with fluorescent tape

Hearing or speech impairments:

- ☐ Extra batteries for hearing aids
- ☐ Pencil and paper for communicating emergency information
- ☐ Power converter for your laptop
- ☐ Preprinted key phrases you would use in an emergency

Personal supplies:

- ☐ Two-week supply of dressing materials, nasal cannulas or suction catheters
- ☐ Two-week supply of prescriptions
- ☐ Cooler for refrigerated medications
- ☐ Special dietary foods



Small Business Owners Need to Prepare

Proper planning for small business continuity can make all the difference when it comes to surviving a hurricane.

CREATE A GO KIT FOR CRITICAL PAPERS

A Go Box is a plastic, waterproof container that can be used to hold and carry important documents and helpful forms. Some of those documents and forms might include:

- A list of all employees, key customers, and clients along with their phone numbers.
- Insurance policies and agent contact information.
- Backup files/tapes of server(s) or electronic data.
- Equipment, computer software/hardware and furniture inventories.
- A list of emergency vendors, like plumbers and restoration contractors, who can help once the storm passes.
- Copies of essential business policies, plans and agreements.
- Photographs of the business, inside and out.



OTHER NECESSARY PRECAUTIONS TO TAKE BEFORE THE STORM

- As a storm threatens, secure your building.
- Cover and move equipment and furniture to a secured area.
- Always protect your data with backup files.
- Make plans to work with limited cash and the possibility of no utilities for some days.
- Protect windows and glass doors.
- Clear the property or tie down any items that could become flying missiles.
- Fill fleet cars and equipment gas tanks.
- Turn off electricity, water and gas.

IF YOU'RE LEAVING YOUR HOME TO EVACUATE:

- Take your valuables and important papers with you.
- Turn off all utilities (water, electricity, gas) at the main switch.
- Lock windows and doors.
- Advise friends or relatives of where you are going.



HARFORD COUNTY:

CARING FOR CITIZENS WITH SPECIAL NEEDS

Residents with disabilities or special needs who require assistance when evacuating should register online with the Division of Emergency Operations at: www.harfordpublicsafety.org click on downloads, forms/applications Emergency Needs Survey link. This survey will be received by the Division of Emergency Operations and will be maintained in a confidential database. Those citizens who do not have internet access should contact Susan Ayers at:

410-638-4794

Don't be Left in the Dark: Emergency Planning for Persons with Disabilities

The Harford County Commission on Disabilities reminds citizens with disabilities to sign up for early notification of emergency situations and to prepare a personal emergency plan. On March 5, 2009, Harford County conducted its first community-wide test call of the Connect-CTY system. Connect-CTY is a service that will allow Harford County to directly reach out to citizens regarding severe weather (hurricanes, tornados, flooding, etc.), missing persons or road closures. Publicly available primary residential and business phones in Harford County were automatically uploaded into the Connect-CTY system. However, residents can opt-in to provide their complete information (up to three phone numbers and two email addresses) and indicate if they have a TTY device.

To sign up, visit www.harfordpublicsafety.org and click on the link that says "SIGN UP NOW – SERVICES BY CONNECT-CTY" to enter your information into the secure database. Individuals without

internet access can have their information added to the system by calling 410-638-4900. Residents with call blocking services can make sure they receive the County's time sensitive calls by adding 410-838-5800 to their approved number list.

Emergencies happen all the time. If you're a Harford County resident with a disability, like everyone else, you need to be prepared. Think about your individual needs to include: health and personal care, communication, transportation, and/or mobility issues."

Officials now say you have to be able to shelter yourself without outside help for at least seven days, or be ready to evacuate to another area on your own.

The Commission on Disabilities would like to share copies of a simple tool to help Harford County residents with disabilities and others to start planning. The Path to Disaster Readiness planning booklet developed by the Maryland Department of Disabilities and the Center for Disability and Special Needs Preparedness. For your

free copy, contact Disabilities Coordinator Sharon Grzanka at 410-638-3373 voice/TTY or disability@harfordcountymd.gov. For more information about emergency planning for people with disabilities, visit the Commission's website at <http://www.harfordcountymd.gov/services/disabilities/links.cfm> or review the checklists on the previous pages.



Find a friend, talk to family, develop your support network, **BE PREPARED before the storm!**

How are you going to obtain your Prescriptions following a disaster?

In September 2005, Hurricane Katrina forced hundreds of thousands of individuals from their homes. Many people who took prescription medications had difficulty filling their medications following the disaster since they did not have access to their paper medical record.

In order to prevent this situation from recurring in the future, the nation's community pharmacies and the Pharmacy Health Information Exchange, operated by SureScripts are partnering with the American Medical Association and Informed Decisions to include the largest possible number of professional caregivers in a new program called Emergency Rx History. This new program uses technology which would allow physicians and pharmacists anywhere in the country to securely access an information service that contains the prescription history of a patient from a disaster area. This new program helps to prevent medication errors and provides faster treatment to those who require lifesaving medication. All communications within Emergency Rx History are HIPPA and state law compliant with respect to privacy and security.



The nation's physicians and pharmacists must use electronic prescribing or electronic medical software that is certified to receive Emergency Rx History through the Pharmacy Health Information exchange, operated by SureScripts to be fully prepared and able to respond as quickly as possible during a crisis. To find out if an e-prescribing or electronic medical record vendor has been certified for Emergency Rx History, go to <http://www.surescripts.com/certified>. In the event of a disaster, if a physician does not have access to certified software, they may go to www.ICERx.org (In Case of Emergency Rx History).

Plan Ahead for your Pet

When an emergency evacuation occurs, pets – except for service animals – will not be allowed in shelters for public health and safety reasons. Planning ahead can save your pet's life and make yours easier, according to the Harford County Division of Emergency Operations and Harford County Animal Control.

BEFORE DISASTER STRIKES

Find a safe place for your pets to stay. Emergency pet shelters, animal control shelters, veterinary clinics and friends and relatives out of harm's way are all possible choices. Some hotels and motels may allow you to bring pets. Others may suspend their "no pet rules" during an emergency. Don't assume that a boarding kennel or hotel/motel will accept your pet. Check ahead.

For **pet-friendly hotels** in Harford County, check out the following:

www.LetsGoPets.com
www.1clickpethotels.com
www.dogfriendly.com
www.petfriendlyhotels.com

PET EVACUATION DO'S

- ☐ Plan for your pet well in advance. Write down your plan and create a check list.
- ☐ Take your pet when you evacuate. Know your evacuation route and when you will evacuate.
- ☐ Make sure you have a collar and leash for keeping your pet under control.
- ☐ Keep a pet carrier (portable kennel) for each pet – one that allows your pet to stand and turn around. Each carrier should be marked with pet identification and contact information.
- ☐ Make sure all your pet's vaccinations are current. Pet shelters may require proof of vaccines.
- ☐ Make sure your pets have current identification tags at all times. A county dog license is your pet's ticket home. More info: 410-638-3305.
- ☐ Pack supplies for your pet including current veterinary records, a two-week supply of food and water, medications with instructions, bowls, favorite toy and blanket, cat litter/pan, plastic bags, collar/leash, disinfectants to handle pet wastes and a current photo of your pet.

PET EVACUATION DON'T'S

- ☐ Don't assume an animal shelter, boarding kennel or hotel/motel will accept your pet. Plan ahead.

DURING A DISASTER

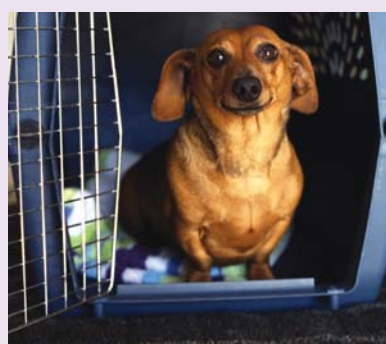
- ☐ Keep pets in the house as emergency situations develop so you can quickly locate them.
- ☐ Don't wait until the last minute to get ready. Warnings may be issued hours or days in advance.
- ☐ Follow emergency instructions issued by emergency management or other local officials.
- ☐ Take your pet's immunization and health records with you to prevent them from being lost or damaged.
- ☐ If you have to evacuate and are taking your pet with you or to a boarding facility, take all of the items you have acquired including food and health records.
- ☐ If you must leave your pet behind, follow these tips:
 - Bring the pet indoors.
 - Leave plenty of dry food in a non-spill bowl.
 - Leave plenty of water in a non-spill bowl or bathtub.
 - Put large or dangerous animals in carriers to reduce the possibility of them getting loose.

AFTER THE DISASTER

- ☐ Bring along a picture of your pet for identification at the emergency shelter.
- ☐ Walk pets on leash until they become reoriented to their home. Often familiar scents and landmarks may be altered and pets could easily be confused and become lost.
- ☐ After a disaster, animals can become aggressive or defensive. Monitor their behavior.

WHAT ABOUT HORSES & LIVESTOCK?

Horses and livestock have a better chance for survival and reduced injury when turned out in clean pastures with native vegetation.



PET DISASTER SUPPLY KIT

- ☐ Proper identification
- ☐ Current photo of pet
- ☐ Immunization records
- ☐ County license for dogs
- ☐ Food and water (2 weeks supply)
- ☐ A carrier or portable kennel
- ☐ Medications
- ☐ Muzzle, collar and leash
- ☐ Manual can opener
- ☐ Feeding and water bowls
- ☐ Cat litter/pan and scoop
- ☐ Grooming items
- ☐ Plastic bags to handle waste

HARFORD COUNTY GOVERNMENT AGENCIES
Harford County Animal Control
 611 North Fountain Green Road,
 Bel Air, Md. 21015, 410-638-3505

Harford County Department of Inspections, Licenses and Permits 220 South Main St.,
 Bel Air, Md. 21014, 410-638-3305

Harford County Division of Emergency Operations
 2220 Ady Road, Forest Hill, Md. 21050,
 410-638-4900

LOCAL HUMANE ORGANIZATION
Humane Society of Harford County

2208 Connolly Road,
 Fallston, Md. 21047
 410-836-1090



MOBILE HOMES ARE NOT SAFE HAVENS

While mobile and manufactured homes are great places to call home, they are NEVER good shelters during a tropical storm, hurricane, or tornado. Mobile and manufactured homes can be severely damaged from high winds and flying debris. This has proven true time and time again due to flying debris or homes being flipped off their foundations.

No matter the type or category of storm, when an evacuation order is given, all mobile and manufactured home residents must evacuate! Mobile and manufactured home residents need to have their evacuation plans ready in case a storm threatens! One word of caution – many mobile home park recreation centers are not rated to withstand high winds, either! Register for Harford County's Emergency Notification System, Connect CTY, online at www.harfordpublicsafety.org and "Stay Connected!"

FLOOD INSURANCE – Protect Your Property Before the Storm!

Dangerous or damaging floods don't always mean dramatic, rushing waters through the streets of your hometown. County officials encourage homeowners to get flood insurance because the rates are favorable; and the policy will cover losses due to flooding when homeowner coverage will not take care of damage resulting from river or coastal flood events. If you decide flood insurance is something you need, apply immediately as it takes 30 days for a policy to take affect. Both homeowners and renters are eligible for flood insurance. For more information, contact the county's Division of Emergency Operations at 410-638-4900 or the Department of Planning and Zoning at 410-638-3103.

DRIVING

WHEN THE STORM'S IMPACT IS FELT

While the approach of a hurricane can be an anxious time, living through the storm can be terrifying. If you live in an area which frequently floods, consider going to your safe place (hotel or shelter). If you are not evacuating, it's time to get you and your home ready for the storm.

Here are some important tips to remember:

- Stay tuned to local news (WXCY-103.7FM, WHFC-91.1FM and Harford Cable Network (COMCAST Channel 21 and Armstrong Channel 7) for updates.
- Use your battery-powered weather radio when power is lost.

- Make sure your emergency supplies are out and ready.
- Make any last-minute preparations to secure yards, windows and vehicles.
- Sanitize and fill your bath tub with water.
- Stay indoors.
- Close all interior doors – secure and brace external doors.
- Do not be fooled if there is a lull; it could be the eye of the storm – winds may pick up again.

If your power goes out, use flashlights, battery-powered lanterns or chemical light sticks. Burning candles can cause irritation to eyes and airways and should not be left unattended. Most importantly, stay calm.

IF YOUR HOME IS BREACHED

Even though you have taken the necessary precautions to protect your home, the exterior can be breached. Debris can break through and trees can crash through your roof. When this happens, take these immediate actions:

- Take refuge in a small interior room, closet or hallway on the lowest level of your home. Remember, put as much house between you and the outside.
- Lie on the floor under a table or another sturdy object if you cannot make it to a safe room.
- Consider leaving your home **ONLY** if remaining poses an imminent threat to your life.
- Otherwise, wait until the storm has passed to tend to the damage.

HELP KEEP KIDS CALM

Whether you stay home or evacuate, young children can feel extremely threatened and frightened by a hurricane. Parents and caretakers should extend greater patience and understanding to a child, who is having difficulty coping with the situation. Consider how your children might react in a disaster, what your own reactions might be and how the crisis could affect emotional and physical well-being.

- Involve children in emergency planning, such as checking supplies and writing a shopping list.
- Be ready with a hug or a box of supplies with games, books and hobby items.
- Store or pack kid-friendly food items and drinks.



Tydings Inlet, Havre de Grace.

- Have a favorite toy or stuffed animal around to help children feel more secure.
- Help reduce your children's fears by remaining calm yourself.
- Listen to fears and reassure children often and repeatedly.
- Encourage them to talk and ask questions, but limit discussion to basic facts.
- Spend extra time with them before bedtime; leave a door open and a night light on. Do not discipline for unusual signs of anxiety during a crisis.
- Do not lie to children about the dangers. Reassure them that you are focused on their safety.
- Be cautious of permitting young children to watch or listen to news.
- Look for physical symptoms of anxiety that children may demonstrate during and after a hurricane.
- Allow for mourning and grieving over the loss of meaningful items.



POST-DISASTER CONSUMER TIPS

Know the laws protecting your rights. Because the demand for qualified contractors after a disaster usually exceeds the supply, do not lose your money to a home repair con artist.

HOME REPAIR & CONTRACTORS

- Never let anyone into your home without first asking for identification. Representatives of utilities, government agencies and reputable businesses will have proper identification.
- Hire only licensed and insured contractors. Any company or person doing work at a residence must have a Maryland Home Improvement License and they must be insured through the Maryland Home Improvement Commission in Baltimore, **410-230-6309/1-888-218-5925**.
- The Harford County Planning and Zoning Department can verify MHIC license numbers. Contact the Department at **410-638-3103**.
- The Harford County Department of Inspections, Licenses and Permits' Plumbing Section (**410-638-3215**) issues licenses to plumbing contractors; and the Electrical Section (**410-638-3363**) handles licenses for electrical contractors. Both sections can verify a license.
- Insist on and check references of previous customers.
- Obtain at least three written estimates.
- Avoid contractors who ask for advance payment in full.
- A building permit must be obtained either by the homeowner or the contractor.

TO REGISTER A COMPLAINT

- Any matter relating to consumer complaints about services rendered by someone or purchases made of materials that were faulty is handled by the Consumer Protection Division of the Maryland Attorney's General's Office, **410-528-8662/ www.oag.state.md.us/consumer**.
- Complaints from homeowners about licensed contractors or general questions about a contractor performing any home improvement (any repair, replacement, remodeling or modernization of home or property) can be made to the Maryland Home Improvement Commission **410-230-6309/1-888-218-5925**
/ www.dlir.state.md.us/license/occp/rofhmeim.html

AFTER A STORM

FOOD SAFETY AND GUIDELINES

A hurricane can cut power to your house for days – even weeks. While power outages can be annoying, they also present health concerns from food spoilage, especially when held above 40 degrees F. Here are some tips to help keep you safe:

- Before a storm's arrival, take an inventory of the items in your refrigerator and freezer. Put this list on the appliance door. This way, you know where everything is located.
- Keep refrigerator and freezer doors closed as much as possible.
- A full freezer with minimal door opening can keep frozen items safe for about two days.
- Refrigerated foods should be safe as long as the power is out no more than about four to six hours. Discard any perishable food that has been above 40 degrees F for two hours or more and any food that has an unusual odor, color or texture.
- If power will be off more than six hours, transfer refrigerated perishable items to an insulated cooler filled with ice or frozen gel packs. Keep a thermometer in the cooler to be sure the food stays at 40 degrees or below.
- Never taste food to determine its safety! Some foods may look and smell fine, but if they've been at room temperature longer than two hours, the bacterium that causes food-borne illness can multiply quite rapidly.
- For more information, contact the County Health Department's Environmental Section at 443-643-0300.

COMMODITY POINTS OF DISTRIBUTION

If the county is under a Federal Disaster Declaration, a Commodities Point of Distribution (CPOD) is established. A CPOD is a location where a stockpile of water, Meals Ready to Eat (MRE), and tarps are located and distributed to the public. The Harford County Division of Emergency Operations and Wal-Mart will activate CPODs at the Wal-Mart parking lots in Aberdeen as well as Abingdon.

DRINKING WATER

A boil water order can be issued during a heavy rain, a hurricane, a water main break or another significant event that affects the drinking water supply. What that means is that the possibility of some microbial contamination exists for tap water. How do you make your water safe to drink? While there are advanced and expensive filters and specialized water treatment tablets on the market that can accomplish this, there are two methods that are typically used by homeowners:

BOILING

Boiling is the most effective way to kill bacteria, viruses and parasites in water. Bringing a pot of water to a full rolling boil for one minute is enough, health officials say, to kill pathogens and make the water safe to consume. A very important thing to remember is that water must be brought to a full rolling boil before you start counting one minute. Let the water come to room temperature before drinking it.

HOUSE INSPECTION

If your home has been flooded during the storm, use extreme caution around electrical service. Have a licensed electrician check to see if it is safe before using the power.

- Promptly report any damage to your insurance company and take pictures before any cleanup begins.
- Remove any water from your home as soon as possible to reduce any further water damage.
- Make sure you have plenty of ventilation moving through the house.

The storm has gone through and it's time to assess the damage. Hopefully you have stored enough batteries to keep your radio running if power is out because you'll want to hear news reports about damage, road closures, power outages and all other emergency instructions. Expect between three and seven days of uncertainty, depending on the storm, so you'll need to rely upon what you've stored for food, water, medications and entertainment. The stronger the storm, the more severe the damage. It could be weeks or longer before life gets back to normal. Consider these realities in your planning. Also, heed the following common-sense safety steps during the recovery.

AFTER



KNOW YOUR ZONE...

The Peach Bottom Atomic Power Station

A portion of northern Harford County lies within the 10 mile Emergency Planning Zone of the Peach Bottom Atomic Power Station in Pennsylvania. If you reside within Zones 1, 2, 3, 4 or 5 as indicated on the map at right, special emergency plans have been painstakingly developed to ensure your safety in the event of a nuclear incident at Peach Bottom.

The Harford County Division of Emergency Operations utilizes a wide-ranging communications network to provide you with emergency instructions.

The single most important step you can make to ensure the safety of you and your family is to register your cell phone and email address with the county's Connect-CTY Emergency Notification System. Emergency Operations can reach every registered contact quickly and efficiently to keep you out of harm's way. To register for the Connect-CTY service, simply log on to www.harfordpublicsafety.org, follow the Connect-CTY link on the home page, and enter your information, easily and securely. Your information will not be shared or used for any other purpose.

In addition, emergency instructions will be provided on:

- WXCY – 103.7FM
- WHFC – 91.1FM
- Harford Cable Network (Comcast Channel 21, Armstrong Channel 7)
- harfordpublicsafety.org (Emergency Operation's website)
- harfordcountymd.gov (Harford County Government's website)
- 410-838-5800 (Harford County Emergency Information Hotline)

WHAT TO DO WHEN EMERGENCY NOTIFICATION IS GIVEN:

Shelter-in-Place

When instructed to shelter-in-place, go inside and stay there. Close all windows and doors and shut off any systems that draw in outside air. If traveling, close all windows and vents.

Evacuation

If an evacuation is ordered, those in the affected area will be instructed to proceed to one of the two following Reception Centers:

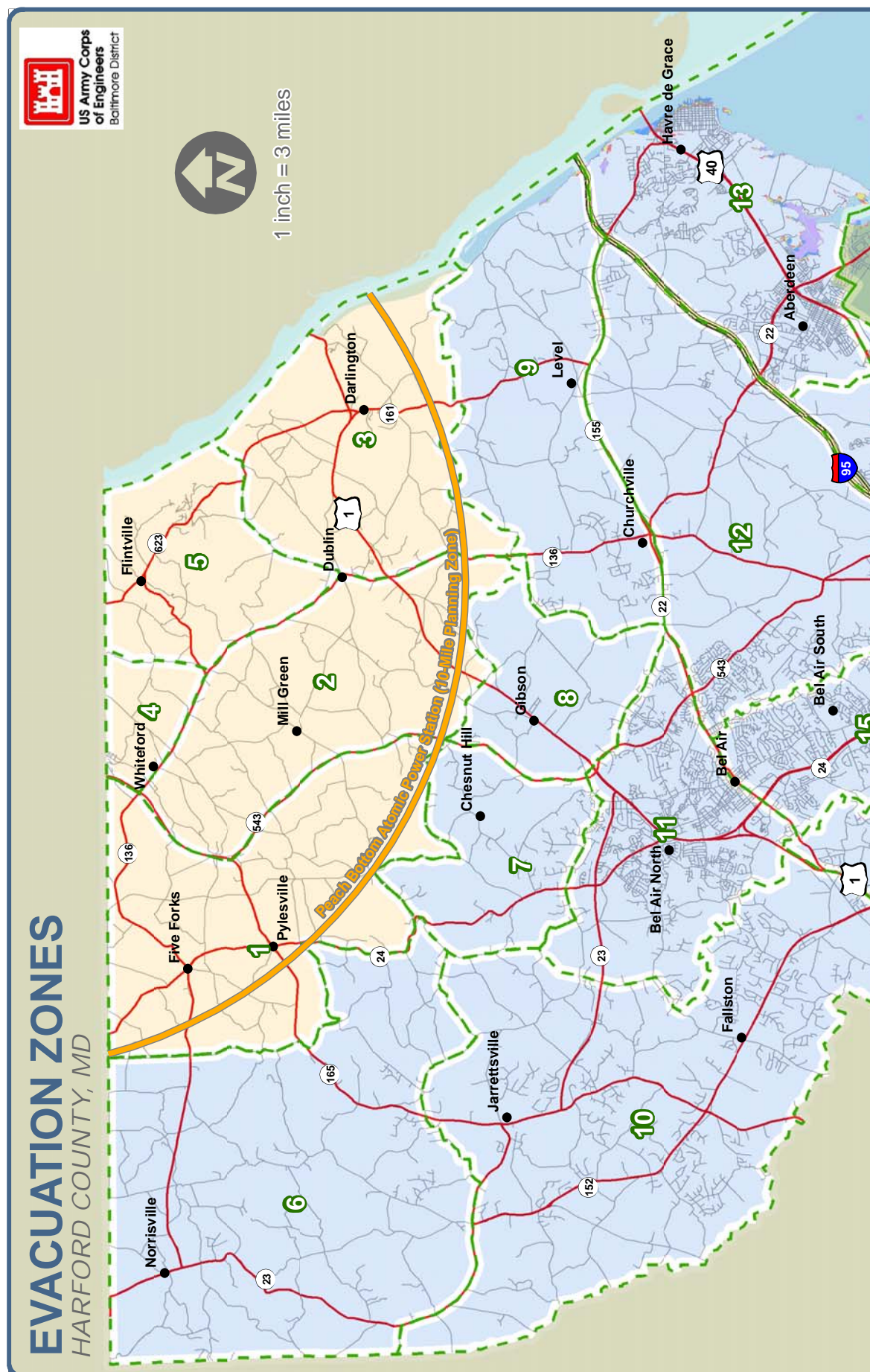
Chesapeake Center at Harford Community College

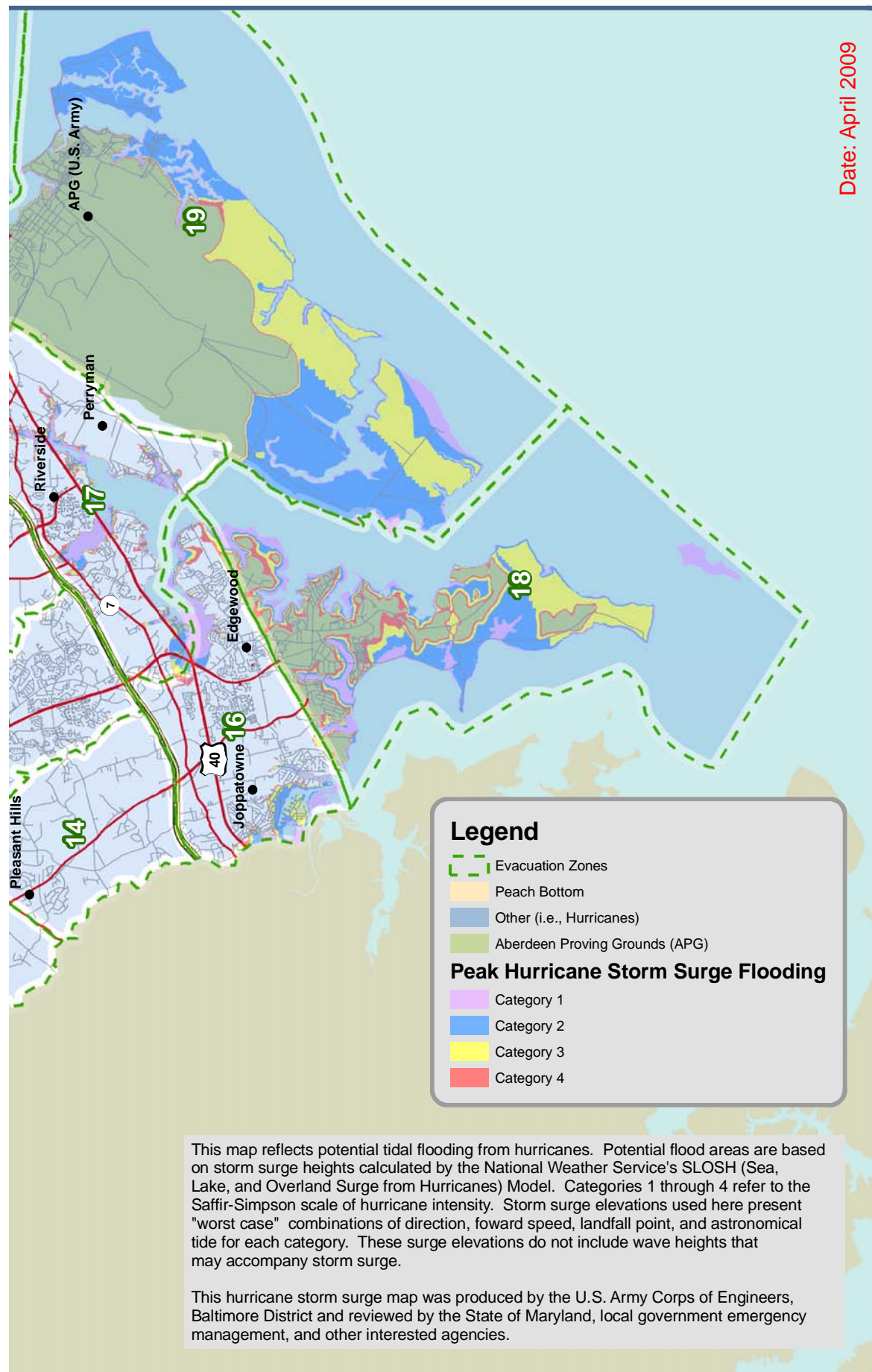
- Take local roads to Route 136. Turn Right onto Cool Spring Road. Make a left onto Thomas Run Road. The college is 2.2 miles on the left. Signs at the site will direct you to the facility.

Fallston High School

- Take local roads to either Route 24 or Route 543 and continue until reaching Route 1. Follow Route 1 south to Route 152 and turn right. Proceed to Carrs Mill Road and turn right into Fallston High School. Signs at the site will direct you where to proceed.

Additional emergency instructions and follow-up will be provided at the Reception Centers. A wide range of further information regarding emergency preparedness for those within the Peach Bottom Planning Zone is available online on the Harford County Emergency Operations' website at www.harfordpublicsafety.org.





KNOW YOUR ZONE...

When a Hurricane Strikes

Harford County and the entire State of Maryland are hurricane prone. Damaging winds and rain can be a potential problem across the county. However, those areas near the Chesapeake Bay are at an additional risk from storm surge – the greatest killer of people from hurricanes.

Storm surge is caused by a dome of water pushed ashore by powerful hurricane winds. Storm surges can occur rapidly with devastating effects. A category 1 hurricane can produce a sudden surge of several feet of water.

In 2003, Tropical Storm Isabel flooded the entire coastline of Harford County even though no significant rain actually reached our area. If you live in zone 13, 16, 17, 18 or 19 as indicated on the map at the left, you need to be prepared to act quickly.

In addition, low-lying areas, those within a flood plain, and particularly those impacted by waterways such as streams and creeks can be impacted by non-surge flood waters.

The Harford County Division of Emergency Operations has developed a broad-reaching emergency notification network to keep you informed of potential hurricane danger and other natural disasters.

The single best way for you to stay quickly informed is to register your cell phone number and email address with the county's Connect-CTY Emergency Notification System. Emergency Operations can reach every registered contact quickly and efficiently to keep you out of harm's way. To register for the Connect-CTY service, simply log on to www.harford-publicsafety.org, follow the Connect-CTY link on the home page, and enter your information, easily and securely. Your information will not be shared or used for any other purpose.

Additionally, regular emergency updates will be provided on:

- WXCX – 103.7FM
- WHFC – 91.1FM
- Harford Cable Network (Comcast Channel 21, Armstrong Channel 7)
- harfordpublicsafety.org (Emergency Operations website)
- harfordcountymd.gov (Harford County Government's website)
- 410-838-5800 (Harford County Emergency Information Hotline)

Peach Bottom Evacuation Zones

- Zone 1: North Harford**
- Zone 2: Palmer State Park / Dublin / Pylesville**
- Zone 3: Darlington**
- Zone 4: Whiteford**
- Zone 5: Broad Creek Camp / Peach Bottom**

Other Evacuation Zones (i.e., Hurricanes)

- Zone 6: Northwest Harford County**
- Zone 7: Chestnut Hill**
- Zone 8: Gibson**
- Zone 9: Susquehanna State Park**
- Zone 10: Fallston / Jarrettsville**
- Zone 11: Bel Air North**
- Zone 12: Churchville**
- Zone 13: Aberdeen / Havre de Grace**
- Zone 14: Pleasant Hills**
- Zone 15: Bel Air South**
- Zone 16: Joppatowne / Edgewood**
- Zone 17: Riverside / Perryman**
- Zone 18: South Aberdeen Proving Grounds**
- Zone 19: North Aberdeen Proving Grounds**



Communities that host nuclear power plants *are among the most prepared in the nation.*



Exelon Nuclear invests millions of dollars each year helping our communities stay prepared for man-made and natural disasters. We work in partnership with local, state and federal emergency response agencies, have open lines of communication with the U.S. Department of Homeland Security and consistently provide training for local agencies on emergency preparedness.

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